



**Juneau County
Department of Human Services**

200 Hickory Street
Mauston, WI 53948



Ph 608-847-2400

Fax 608-847-9421

**JUNEAU COUNTY DEPARTMENT OF HUMAN SERVICES
RECORD REQUEST PROCEDURE AND FEES**

PROCEDURE

Individuals requesting records:

- Individuals' right to access their private health information is defined in 45 CFR section 164.524(a). This includes the right to inspect and obtain a copy of their private health information and other information used by the agency to make decisions about the individual.
- Notice of Privacy Practices: Juneau County Department of Human Services follows all HIPAA and other confidentiality laws and regulations. The requestor must make a request for records in writing, sign a Release of Information if requesting records be sent to a third party, and describe the specific documents they are requesting including the designated record set.
 - Juneau County Department of Human Services will take reasonable steps to verify the identity of the requestor.
 - Proof of relationship to subject of request/juvenile may be required.
- The agency has 30 days to complete the request, but may extend to an additional 30 days for complex, large requests or lack of staff availability. If extended, requestor will be notified in writing.
- The agency will begin a case request to estimate the cost of the records request.
 - Rates are based on Wisconsin Department of Health Services established rates (see rates below).
 - The agency will notify the requestor informing them of the estimated cost.
 - The requestor will provide 50% down payment on any request over 25 pages before the records request is completed.
 - A letter will be sent if the agency is unable to make contact with the requestor.
 - Upon receipt of any required down payment, the agency will begin fulfilling the records request.
- The agency will print all records requested, make copies of any paper files, redact information that is not subject to release, including but not limited to information identifying reporters of abuse allegations and other individuals referenced in the documents.
- The requestor will be notified when the records are available at the agency. Records will be released upon payment of the remaining costs. This will need to occur no later than 30 days after the record request is completed. Individuals have the right to request a particular mode of transmission or transfer of records. Juneau County Department of Human Services will send information requested through encrypted email if requested, but is not liable for information sent to unsecure email addresses, via postal mail, or any other mode chosen by requestor. Requestors are warned of the risk involved in receiving records through unsecure email addresses.
- In most cases, requestors will be denied access to psychotherapy notes, information compiled for litigation, and records not used to make decisions about the individual(s).

Those to whom records may be released (hereafter the requestor), including those listed under 48.981(7)(a), courts, and attorneys:

- The requestor must make their request in writing and describe the specific documents they are requesting including the designated record set.
 - The requestor must have a signed Release of Information from the individual subject of the record or an applicable court order authorizing access to the records being requested.
- The agency has 30 days to complete the request, but may extend to an additional 30 days for complex, large requests or lack of staff availability. If extended, requestor will be notified in writing.
- The requestor will be sent a notice for all costs associated with records requested.
 - State Public Defender record fees are limited (see below).
 - All other rates are based on Wisconsin Department of Health Services established rates (see below).
 - The requestor may choose to review the records at the agency in lieu of requesting copies subject to agency staff availability.
 - Any record requests from a court or attorney involved in proceedings initiated by the agency, such as CHIPS, delinquency, Department of Juvenile Corrections, and TPR, are not subject to fees outlined.
- Any records being requested by adults who were victims as children will not be charged fees
- It is the responsibility of the requestor to protect absolutely the confidentiality of any and all confidential documents received pursuant to any request. Failure to do so would be unlawful.

Any questions or concerns shall be directed to the unit manager.

RECORDS FEES

As of July 1, 2023

Cost of supplies and labor for copying:

- One sided \$0.20/per page
- Two sided \$0.35/per page
- Postage costs*

*Note: State Public Defender can only be charged copy fees; postage fees do not apply.